

Versions With Markings to Show Changes Made

IN THE CLAIMS:

Claims 8-20 have been added as follows:

8. (New) A method for interfacing customers with a business, and the method comprising:

selecting at a conference controller an available one of a plurality of media handlers for handling a call with the calling one of the customers;

passing call parameters for handling the call with the calling one of the customers from the conference controller to the available one of the media handlers; and

configuring the available one of the plurality of media handlers for selected ones of a plurality of media services, media sources and media endpoints for handling the customer contact, responsive to the passing of the call parameters in the passing act.

9. (New) The method for interfacing customers of Claim 8, further comprising in response to the configuring act, at least one of the following acts performed on the available one of the plurality of media handlers of:

routing media between selected media endpoints;

recording media from a selectable media source; and

playing selectable media to a selected media endpoint.

10. (New) The method for interfacing customers of Claim 8, wherein the call setup parameters passed in the passing act include at least outbound media ports and a media service type.

11. (New) The method for interfacing customers of Claim 8, wherein the selecting act further comprises the act of:

managing media handler selection for successive calling ones of the customers to effect a balancing of relative loads among the plurality of media handlers.

12. (New) The method for interfacing customers of Claim 8, wherein the passing act further comprises the act of:

determining a next media event for the calling one of the customers based on a correlation between pre-defined call contact states and status and actual call status for the calling one of the customers; and

with the configuring act responsive to each determination in the determining act to re-configure the available one of the plurality of media handlers.

13. (New) The method for interfacing customers of Claim 8, further comprising the act of:

managing the available one of the plurality of media handlers to define additional selected ones of a plurality of media services, media sources and media endpoints for handling the customer contact from an agent communication device configured as a media endpoint in the configuring act.

14. (New) The method for interfacing customers of Claim 8, further comprising the act of:

maintaining consecutive sequence numbers in the real time protocol (RTP) packets output from the available one of the plurality of media handlers from successive selected ones of the media sources configured in the configuring act during a customer contact session with the calling one of the customers.

15. (New) Computer software, tangibly embodied in a computer-readable medium or a propagated carrier signal, for interfacing customers with a business; and the software comprising instructions to perform the following operations:

selecting at a conference controller an available one of a plurality of media handlers for handling a call with the calling one of the customers;

passing call parameters for handling the call with the calling one of the customers from the conference controller to the available one of the media handlers; and

configuring the available one of the plurality of media handlers for selected ones of a plurality of media services, media sources and media endpoints for handling the customer contact, responsive to the passing of the call parameters in the passing act.

16. (New) The software of Claim 15, in which the instructions for configuring the available one of the media handlers further comprise instructions for performing at least one of:

routing media between selected media endpoints;

recording media from a selectable media source; and

playing selectable media to a selected media endpoint.

17. (New) The software of Claim 15, in which the instructions for selecting further comprise instructions for:

managing media handler selection for successive calling ones of the customers to effect a balancing of relative loads among the plurality of media handlers.

18. (New) The software of Claim 15, in which the instructions for passing further comprise instructions for:

determining a next media event for the calling one of the customers based on a correlation between pre-defined call contact states and status and actual call status for the calling one of the customers; and

with the configuring act responsive to each determination in the determining act to re-configure the available one of the plurality of media handlers.

19. (New) The software of Claim 15, in which the instructions further comprise instructions for:

managing the available one of the plurality of media handlers to define additional selected ones of a plurality of media services, media sources and media endpoints for handling the customer contact from an agent communication device configured as a media endpoint in the configuring act.

20. (New) The software of Claim 15, in which the instructions further comprise instructions for:

maintaining consecutive sequence numbers in the real time protocol (RTP) packets output from the available one of the plurality of media handlers from successive selected ones of the media sources configured in the configuring act during a customer contact session with the calling one of the customers.